

## Government of Maharashtra

No. DIT/File-10/4076  
Directorate of Information Technology  
Mantralaya Annex 7<sup>th</sup> floor,  
Mumbai - 400 032  
Date: 23/10/2012

To,  
Manager Sales-EBT-Govt-West Region  
M/s. Samsung India Electronics Ltd,  
R-Tech Park, 12th Flr, North Side,  
Off Western Express Highway,  
Near Hub Mall, Goregaon (East),  
Mumbai - 400063

**Subject: Removal of Name of M/s. Samsung India Electronics Ltd, from Rate Contract DIT/File-10/4076 for Supply of Printers and Suspension of M/s. Samsung India Electronics Ltd from Government of Maharashtra.**

**Ref:** 1) Govt of Maharashtra Rate Contract for 2010-11; 2012-13  
2) Complaint dtd 18/09/11, received by mail from IGR Department  
3) Mail from DIT, dtd. 20/09/12; 24/09/12 & 26/09/12 for meeting regarding resolution of complaint  
4) Show Cause Notice dated 12/10/2012 and subsequent follow up by email on  
5) PC Meeting with on 15/10/12 and 23/10/12

Dear Sir,

With reference to subject and references cited above, it is being brought to your notice that M/s. Samsung has failed to reply to show cause notice on time even after repetitive follow up from this department. M/s Samsung has failed to provide the after sales services during warranty period for the printers supplied. While review by PC on 23/10/12 it is also found that Extended Warranty Pack for two years is not updated for printers supplied under previous as well as current State RC.

Under these circumstances, as per decision taken in Purchase Committee of DIT on 23/10/12, M/s Samsung is suspended from current State RC DIT/File-10/4076 dated 12/02/12. They will not be eligible for supply of any hardware to any offices of Government of Maharashtra as per above mentioned State RC.

Kindly acknowledge the receipt of this suspension order and take necessary steps to improve services to users and provide necessary warranty details for hardware supplied under state RC (2009-10; 2010-11; 2012-13) before 30/11/12, failing which we will compelled to forfeit your Bank Guarantee and issue a blacklisting order.

UNIQUE CODE NO : 201210251529020311

Yours sincerely,

(S.H. Jadhav)

Director, IT